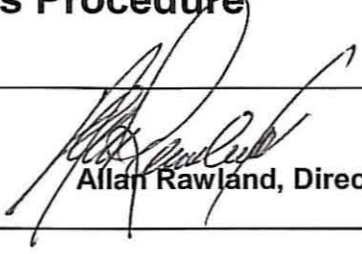


**County of San Bernardino
Department of Behavioral Health**

Translation of Written Materials Procedure

Effective Date 9/1999
Revision Date 4/17/07


Allan Rawland, Director

Purpose To ensure the Department of Behavioral Health is adhering to the translation standards set by the department

Procedure Follow the steps in the table below for the translation of written material by DBH:

Step	Action
1	Clinic/Program staff develops or identifies material to be translated.
2	Has the material previously been translated? If yes, request copies of the translated material If no, go to step 3
3	Complete the Translation Request Form and submit the form to the supervisor for approval. <ul style="list-style-type: none">Two qualified DBH bilingual staff must translate written material(s) and confer with each other to provide first draft from English into the requested language.Back translation must be done to the English version by another bilingual staff to ensure that the content of the first draft was preserved. Exception: One-time materials (i.e. flyers, small posters etc.) can be developed by the region/program without review by the Office of Cultural Competency / Ethnic Services (OCCES).
4	Submit translation material to OCCES for field-testing after steps 1, 2, and 3 have been completed. Note: Material must be typed and set in the desired format prior to submission to the Office of Cultural Competency / Ethnic Services
5	The Office of Cultural Competency / Ethnic Services will conduct field-testing of the second draft, in the community, and with DBH target population. Note: The timeframe for field-testing is <i>no more than one month</i> after receiving the written request.

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Exception If the Office of Cultural Competency / Ethnic Services complete the translation, the Translation Request Form must be completed by the supervisor and submitted to OCCES for approval.

Note: The translation process will be completed *within one month* after request has been received.

Distribution The Office of Cultural Competency / Ethnic Services will distribute the final version of the translated material(s). A copy of all translated material(s) will be housed in CCTRO.

Outside Vendor DBH region or specialized programs will seek outside vendors *only* under the following circumstances:

- If there is no bilingual staff available; and
- Approval is received from OCCES

Follow the steps in the table below when requesting outside vendors for translation:

Step	Action
1	Supervisor will send the Translation Request Form to the Office of Cultural Competency / Ethnic Services documenting their efforts of obtaining bilingual staff for translation services within their region/specialty programs.
2	OCCES Program Manager or designee must approve for the use of an outside vendor to provide translation services.
3	The Office of Cultural Competency / Ethnic Services will conduct in the community and with target population field-testing after translation is completed by the outside vendor.
4	The Office of Cultural Competency / Ethnic Services will maintain and distribute translated materials.
